



FHA Catalyst: **Property** **Valuation** **Module**

**Electronic Appraisal
Delivery**

Lender User Guide

U.S. Department of Housing and Urban Development

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Document History

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1. *FHA Catalyst* System Overview

FHA Catalyst is a new technology platform that will build trust through reliable and accurate data, facilitating modern systems for the FHA program participant community. It is a web-based secure medium that contains functionality to accept and process the electronic submission of case binders, allow mortgagees to provide FHA with appraisals conducted on their loans and allow submission of claims in the single-family forward mortgage insurance program, enabling a streamlined process for mortgage lenders, servicers, and FHA.

This document has been developed to provide Mortgagees with guidance on how to provide appraisals utilizing the Property Valuation module. Please refer to the Single Family Housing Policy Handbook 4000.1 for in-depth information on FHA policy, the Property Acceptability Criteria for FHA mortgage insurance, which include Minimum Property Requirements (MPR) and Minimum Property Standards (MPS), and include by reference, associated rules, and regulations.

1.1 Navigating the *FHA Catalyst*: Property Valuation Module User Guide

The *FHA Catalyst* Property Valuation module allows Mortgagees and their approved third parties to provide FHA with the XML version of appraisals conducted for their loans. FHA needs these appraisals to assess whether the property is eligible for FHA insurance.

Note: The *FHA Catalyst* Property Valuation module currently accepts the following form types for Single Family Forward submissions.

- Uniform Residential Appraisal Report (FNMA 1004 / FRE 70)
- Individual Condominium Unit Appraisal Report (FNMA 1073 / FRE 465)
- Manufactured Home Appraisal Report (FNMA 1004C / FRE 70B)
- Small Residential Income Property Appraisal Report (FNMA 1025 / FRE 72)
- Appraisal Update and/or Completion Report (FNMA 1004D / FRE 442)

All form submissions must adhere to the [Appraisal Report and Data Delivery Guide](#).

The table of contents for this guide is both searchable and linked. Selecting any of the chapter titles or subheadings will take users directly to that section. Users can navigate back to the table of contents by scrolling back to the start of the guide or using the [return to table of contents](#) links at the end of each section.

This guide features step-by-step instructions to complete tasks in the Property Valuation Module, utilizing numbered lists, bullets, and screenshots.






Step-by-Step Instructions

1. Instructions describing how to complete tasks appear in lists.
2. Words that point to **links** or **boxes** that the user needs to select will appear in **bold**.
3. These instructions will describe how to complete processes using screenshots.
4. Screenshots may also include boxes, lines, and labels to show which part of the screen is important.

1.2 Understanding the Icons

This user guide features icons to alert users to important information, especially during step-by-step instructions. This guide uses the following icons:

-  Contains supplementary information about actions that lenders take in the Appraisal Module.
-  Contains cautionary information about actions; usually a clarifying statement to assist a user with execution.
-  Indicates highly important information that is critical to an action.

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2. Navigating *FHA Catalyst* Portal

This section provides Lender Users and Third-Party Service Provider users an overview on how to navigate the *FHA Catalyst* Electronic Appraisal Delivery application. Each screen is tailored for a specific business function which the Lender will need to understand to properly utilize the application.

The *FHA Catalyst* Electronic Appraisal Delivery Portal login page is where users will need to access the *FHA Catalyst* Electronic Appraisal Delivery application.

2.1 New User Access Request

1. Complete and email the Mortgagee User Access Request form to answers@hud.gov
2. Upon successful setup of your username in *FHA Catalyst*, you will receive an email from FHACatalyst@hud.gov (HUD-modernization-form) along with your username.
3. Check your email from FHACatalyst@hud.gov for a welcome link and your username.
4. Upon selecting the welcome link, you will be directed to the login page.

- ❗ Please use **Google Chrome** or **Microsoft Edge** to access *FHA Catalyst*. Other browsers are not fully supported and may cause loss of functionality.

2.2 Logging In

1. Navigate to <https://fha-gateway.force.com/hudpdeform/s/login/>
2. Enter your username and password, and then select **Login**.

The image shows the login screen for the FHA Catalyst Portal. At the top is the U.S. Department of Housing and Urban Development logo. Below it is the FHA logo. The login form consists of two input fields: "Username" and "Password". A blue box with the text "Select to login" is positioned over the "Username" field, with a blue arrow pointing down to the "Login" button. The "Login" button is a blue rectangle with white text, outlined in red. Below the "Login" button is a link that says "Forgot your password?".

Figure 1: Appraisals Portal Login Screen



2.3 Resetting Your Password

1. If you forgot your password, select **Forgot Your Password?**

The screenshot shows the login page for the U.S. Department of Housing and Urban Development. At the top center is the department's seal. Below it is the FHA logo. The login form includes fields for 'Username' and 'Password', a 'Remember Me' checkbox, and a blue 'Login' button. A blue box with an arrow points to the 'Forgot Password?' link, which is highlighted with a red border.

Figure 2: Forgot Your Password?

2. Enter your username, then select **Reset Password** to reset your password. Password reset instructions will be sent to the email address associated with your account.

The screenshot shows the 'PASSWORD RESET' page. The heading 'PASSWORD RESET' is centered. Below it, the text reads: 'To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.' There is a text input field for 'Username' with a user icon. Below the input field is a large blue button labeled 'Reset Password', which is highlighted with a red border. A blue box with an arrow points to this button. At the bottom center is a blue 'Cancel' link.

Figure 3: Reset Password

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3. Navigating the Appraisal Module

- ❶ After logging in, you will be directed to the *FHA Catalyst* Home Page.
- ❷ Note: Depending on the access provided, you may have access to multiple applications with *FHA Catalyst*. If you have access to multiple application, you will see multiple icons.

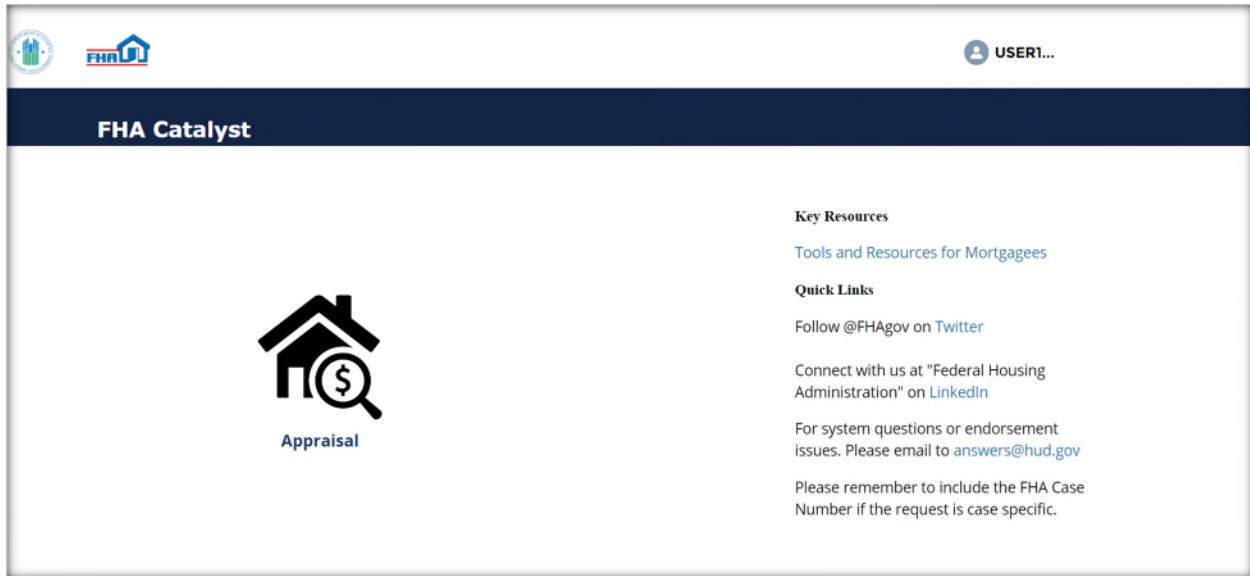


Figure 4: FHA Catalyst Landing Page

- The ***FHA Catalyst* Landing Page** will display the selectable Appraisal icon to access the Appraisal Application. User will need to select the icon to open the Electronic Appraisal Delivery application.
- The **Username** is displayed on the top right of the screen. Users can view their profile and logout when selecting their Username.
- **Key Resources** and **Quick Links** sections provide the user with additional information and access to HUD FAQs and Troubleshooting assistance.



3.1 Appraisal Homepage

- i** To navigate to the *FHA Catalyst* Appraisal application, select the **Appraisal** icon.

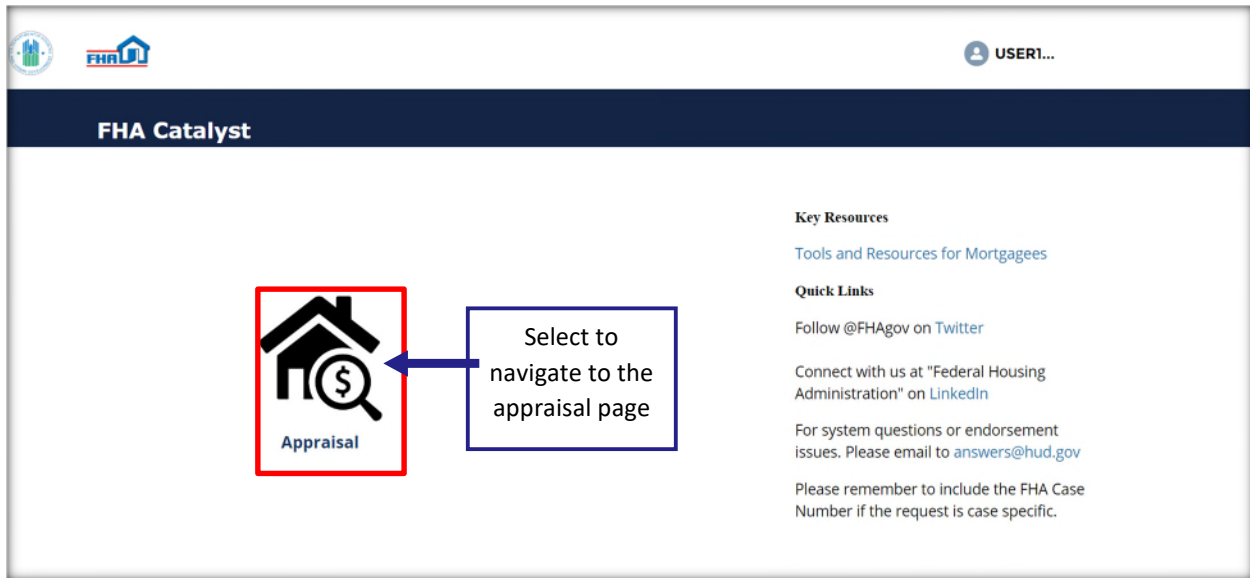


Figure 5: FHA Catalyst Landing Page

- i** From there, you will navigate to the **Appraisal** Homepage. The Homepage contains the appraisal dashboard.

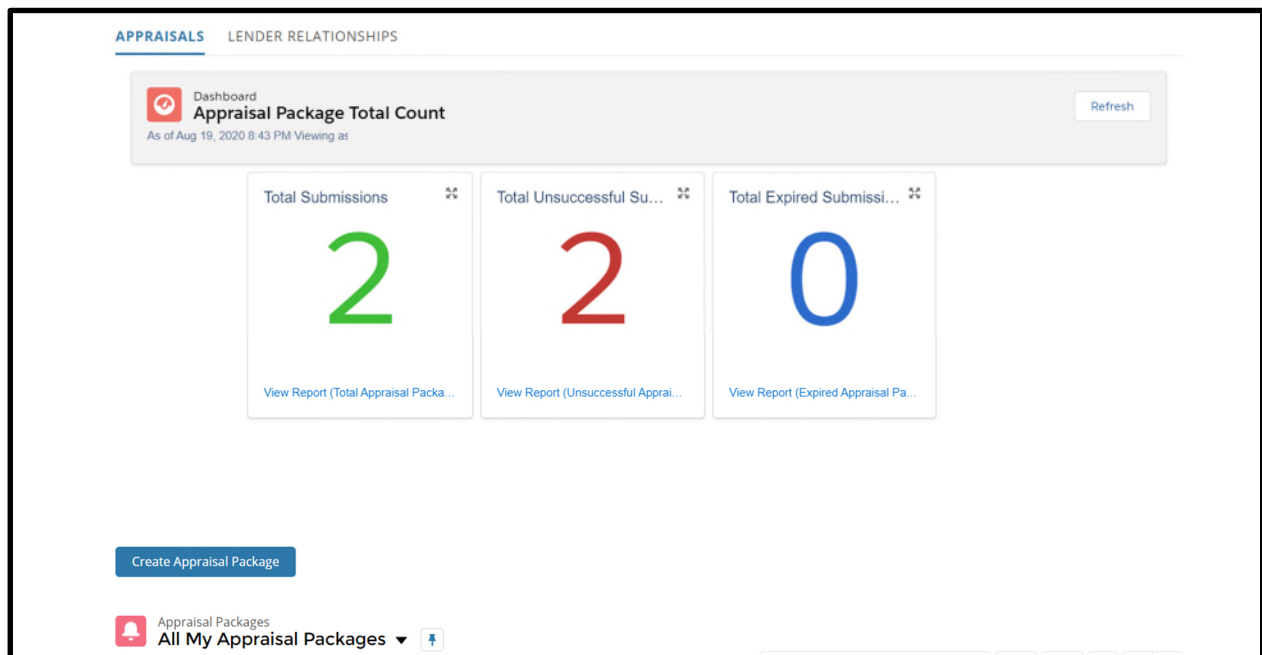


Figure 6: Appraisal Homepage



i The **Appraisal Dashboard** is displayed on the top center of the page where it shows the following:

- **Total Submissions** counts all submissions in the last 30 days by the user.
- **Total Unsuccessful submissions** count total number of appraisal packages with Virus Scan failed status, connection error, unsuccessful, and expired status.
- **Total Expired submissions** contain appraisals which are older than 120 days old and expired. These appraisals will require a new appraisal if they were not properly updated before completing the FHAC Appraisal Logging functions.

Note: Currently Expired Submission is **not** supported by the *FHA Catalyst*.

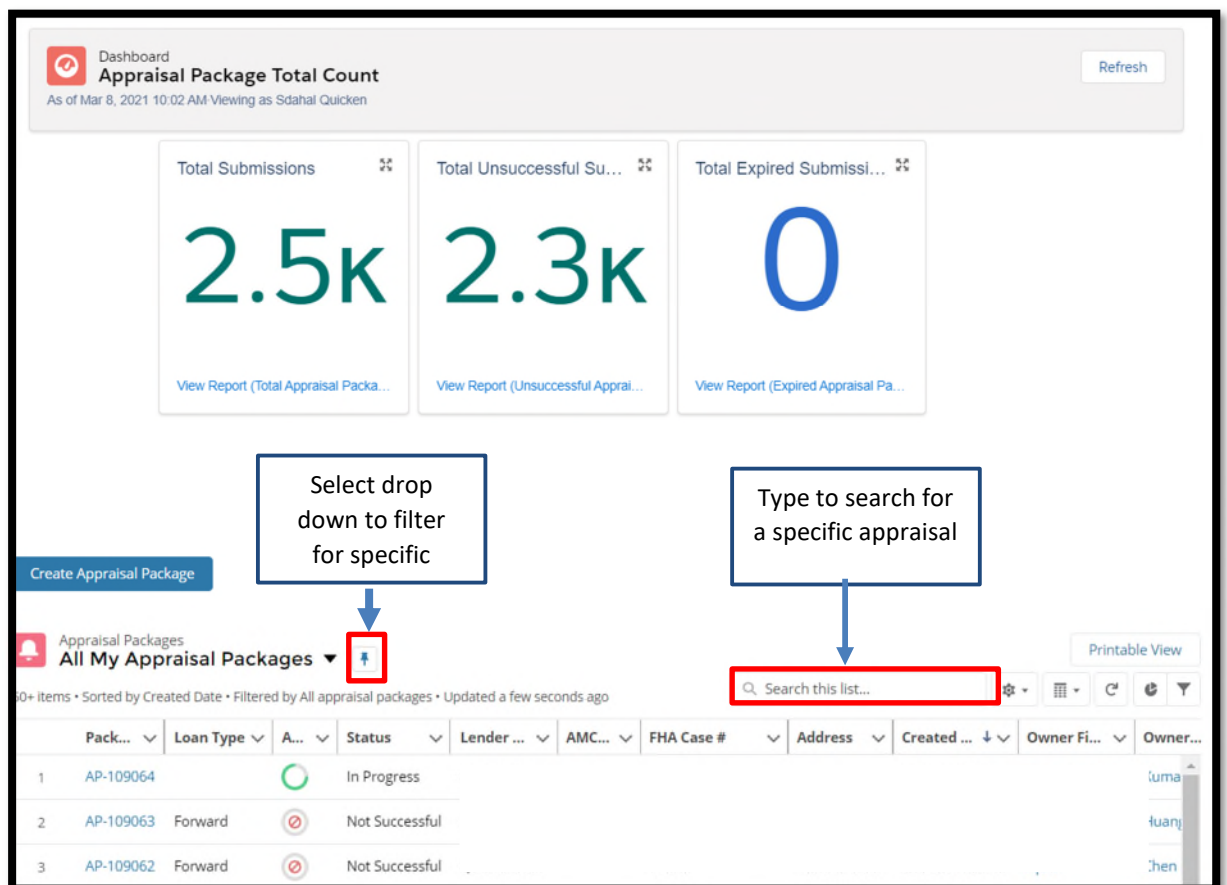


Figure 7: Appraisal Homepage List View



- i** The **List View** provides the user with a view of existing records in a table format with column names displayed at the top. List views are a way to sort, prioritize, and analyze records based on filtering criteria.
- i** Users can conduct a search within the List view Search Bar by typing in the Appraisal specific information based on the column headers. i.e. FHA Case #, Lender ID, Status, etc.
- ⚠** Appraisals can have different statuses. These statuses include:

 - Successful – The appraisal was successful in passing FHA data checks or the override request was successful and accepted.
 - Successfully transmitted appraisals will still be subject to review for compliance with FHA appraisal requirements, and mortgagees will remain responsible for ensuring the property meets FHA’s minimum property requirements and standards.
 - Not Successful – The appraisal file did not pass FHA data checks and the reason can be viewed in the SSR report.
 - In Progress – The appraisal is currently processing.
 - Expired – The appraisal file that was uploaded to *FHA Catalyst* was uploaded expired or the appraisal has expired without an update

Note: Currently Expired count is **not** populated in the *FHA Catalyst*
 - Virus Scan failed – The appraisal file failed virus scanning.
- ⚠** Lender Users should be able to see all the appraisals submitted to on behalf of their lending institution by any user in the list view.
- ⚠** Once the AMC users uploads the appraisal for a lender company, the ownership of that appraisal will be transferred to the appropriate institution.



3.2 Global Search

Global Search, located at the top of each page, is a powerful functionality that allows a user to search for any existing record submissions currently in the portal. A user can conduct a search using partial information such as only first name of the Appraiser, Lender Name, Lender ID or search by Appraisal Company etc.

The screenshot displays the Global Search Bar at the top right, with a search icon and the text '446'. Below it, the user profile 'USER15...' is visible. The main content area is titled 'Search Results' and 'Appraisal Packages'. It shows 5+ results sorted by Relevance. The results are listed in a table with columns: PACKAGE ID, APPRAISAL, STATUS, LENDER NAME, AMC NAME, FHA CASE #, ADDRESS, and a count. The table shows five rows of results, all with a status of 'Not Successful' except for the last one which is 'Successful'.

PACKAGE ID	APPRAISAL	STATUS	LENDER NAME	AMC NAME	FHA CASE #	ADDRESS	C
AP-000446		Not Successful					8
AP-000307		Not Successful					7
AP-000439		Not Successful					8
AP-000576		Not Successful					8
AP-000311		Successful					7

Figure 8: Global Search Bar



- i** To further refine a search when searching for appraisals, select an option from the **Refine By** menu.

Search Results

All

Appraisal Packages

50+ Results • Sorted by Relevance ▼

PACKAGE ID	APPRAISAL	STATUS	LENDER NAME	AMC NAME	FHA CASE #	ADDRESS
AP-000446	⊗	Not Successful				
AP-000307	⊗	Not Successful				
AP-000439	⊗	Not Successful				
AP-000576	⊗	Not Successful				
AP-000311	✓	Successful				
AP-000308	✓	Successful				
AP-000306	✓	Successful				
AP-000305	⊗	Not Successful				
AP-000304	⊗	Not Successful				
AP-000303	⊗	Not Successful				
AP-000568	⊗	Not Successful				
AP-000434	⊗	Not Successful				
AP-000315	⊗	Not Successful				
AP-000305	⊗	Not Successful				
AP-000298	⊗	Not Successful				
AP-000297	✓	Successful				
AP-000295	✓	Successful				
AP-000230	✓	Successful				

Refine By

Package ID

Appraisal

Status

Choose...

Lender Name

AMC Name

FHA Case #

Created Date

Choose...

Owner First Name

Owner Last Name

Select to refine appraisal search criteria

Figure 9: Refine Global Search

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4. Appraisal Packages

Section 4 describes how a Lender creates and submits a new appraisal package. This section also includes how the users can upload a primary, secondary, and supporting documents when submitting the appraisal package for processing.

4.1 Creating and Submitting an Appraisal Package

1. To start an appraisal package, select the **Create Appraisal Package** button on the Appraisal Home screen.

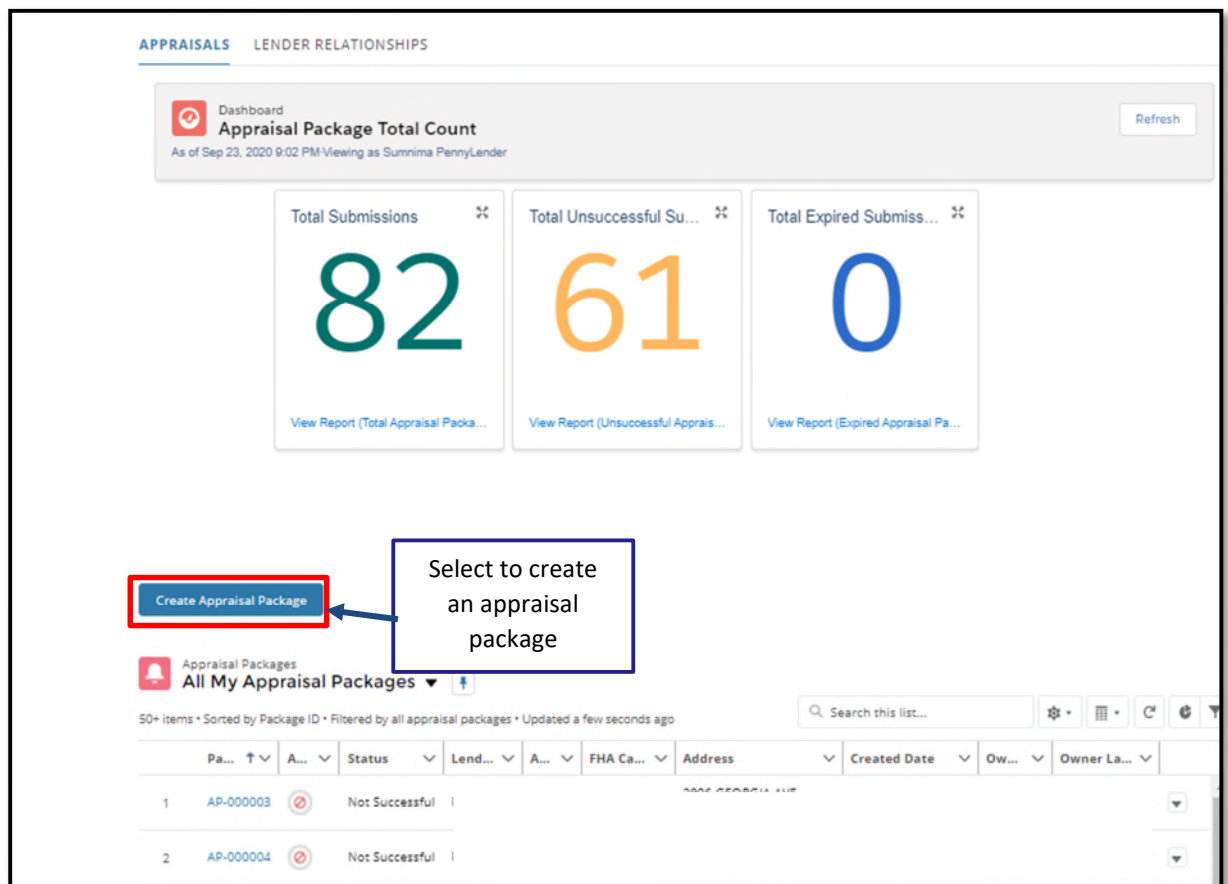


Figure 10: Home Page

- i** From there, you will navigate to a new screen where you can input information for appraisal package submission.



- ⚠ The **Lender Name** and **Lender ID** are automatically populated using the Account the user is associated with.
2. Enter the **Lender Loan Number** (15-digit limit).
 3. Enter the **FHA Case Number** with a hyphen after the first 3 digits (11-digit limit).
 4. Use the **Upload Files** button to upload an XML file. The primary appraisal must be a Uniform Residential Appraisal Report (FNMA 1004/FRE 70), Small Residential Income Property (FNMA1025/FRE 72), Individual Condominium Unit Appraisal Report (FNMA 1073 / FRE 465) Manufactured Home Appraisal Report (FNMA 1004C / FRE 70B), submitted in the appropriate MISMO format.

Figure 11: Create Appraisal Package Screen

5. Select **Submit** after completing all required fields to submit your appraisal package.



Figure 12: Submitting an Appraisal Package

- ❖ A pop up will display stating the Package was created successfully.
- ❖ The home screen lists the newly created **Appraisal Package ID**. The columns display the relevant information from the appraisal package.
- ❖ The home screen **Dashboard** also displays the total count of Appraisal Package submissions. Select the Refresh button on the dashboard to update the count.

Note:

- a) Select the Refresh button from the “browser” or from the dashboard next to “Appraisal Package Total Count” to update the Appraisal count.
- b) If “Refresh” is **not** done, the Appraisal count will **not** be updated.

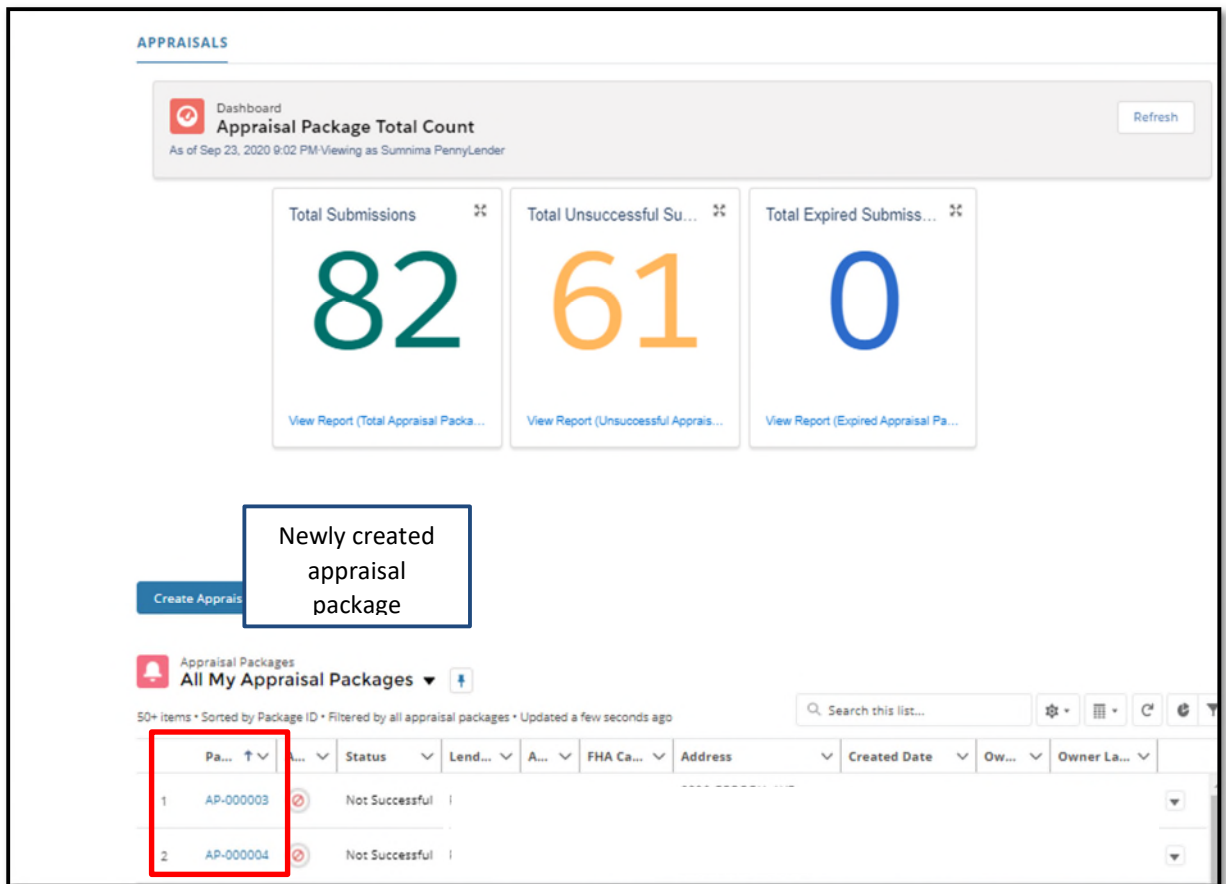


Figure 13: Home Screen List View After Submission

4.2 Uploading a Secondary Appraisal and Supporting Documents

On the Create Appraisal Package Screen, the user has the option to upload a Secondary Appraisal and Supporting Documents for both Primary and Secondary appraisals.

- ⚠ A Supporting Document must be an Appraisal Update and/or Completion Report (Fannie Mae Form 1004D / Freddie Mac Form 442), submitted in MISMO 2.6 Errata 1 format.
 1. Once the user has uploaded a primary appraisal, the Primary Supporting Document upload file button will appear.
 2. Select **Upload Files** in the Primary Appraisal section to upload supporting documentation.
 3. To upload a secondary appraisal, select **Upload Files** in the Secondary Appraisal section.
- ⚠ To delete an appraisal or supporting documentation, select the **Trash Can** icon.



Successful **FHA Case #** **Lender Loan # 1**

Date Submitted: 3/5/2021 5:16 PM Lender Name: Lender ID: Last Updated: 3/5/2021 5:16 PM

Loan Type: F

Primary Submission Info Form Type: FNM1004C

Effective Date:
Appraisal Purpose Type:
Address:
Appraised Value:
Appraisal Company:
Appraiser Name / License:

Primary Appraisal Corrected File
Upload Files Or drop files

Secondary Appraisal
Upload Files Or drop files

Secondary 1004D Appraisal Supporting Document
Upload Files Or drop files

Primary 1004D Appraisal Supporting Document
Test 2 -Successful Primary 1004D-Quicken.xml

Select to upload supporting documents

Select to delete

Select to upload a secondary appraisal

Figure 14: Uploading Supporting Documents and Secondary Appraisals

4.3 Submitting Multiple Appraisal Packages

1. Select the **Save and Add** button on the Create Appraisal Package screen to submit multiple Appraisal Packages.
 - ❗ When a user selects the **Save and Add** button, the current Appraisal Package is submitted, and the screen is refreshed for the next Appraisal Package.
 - ⚠ The user can also select the **Cancel** button afterwards if they decide not to submit multiple Appraisal Packages. The user will be taken back to the home screen to view the results of the previous submission(s).

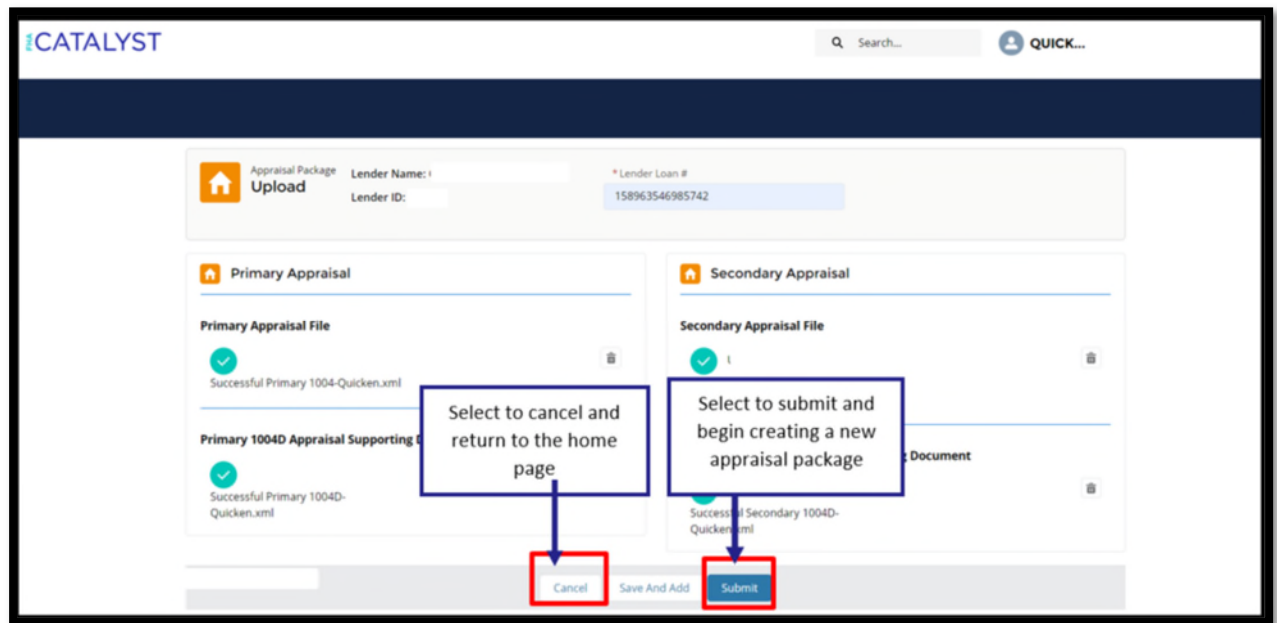


Figure 15: Submitting Multiple Appraisal Packages

4.4 Resubmission of Primary 1004D, Secondary Appraisal and Secondary 1004D after creating Primary Appraisal

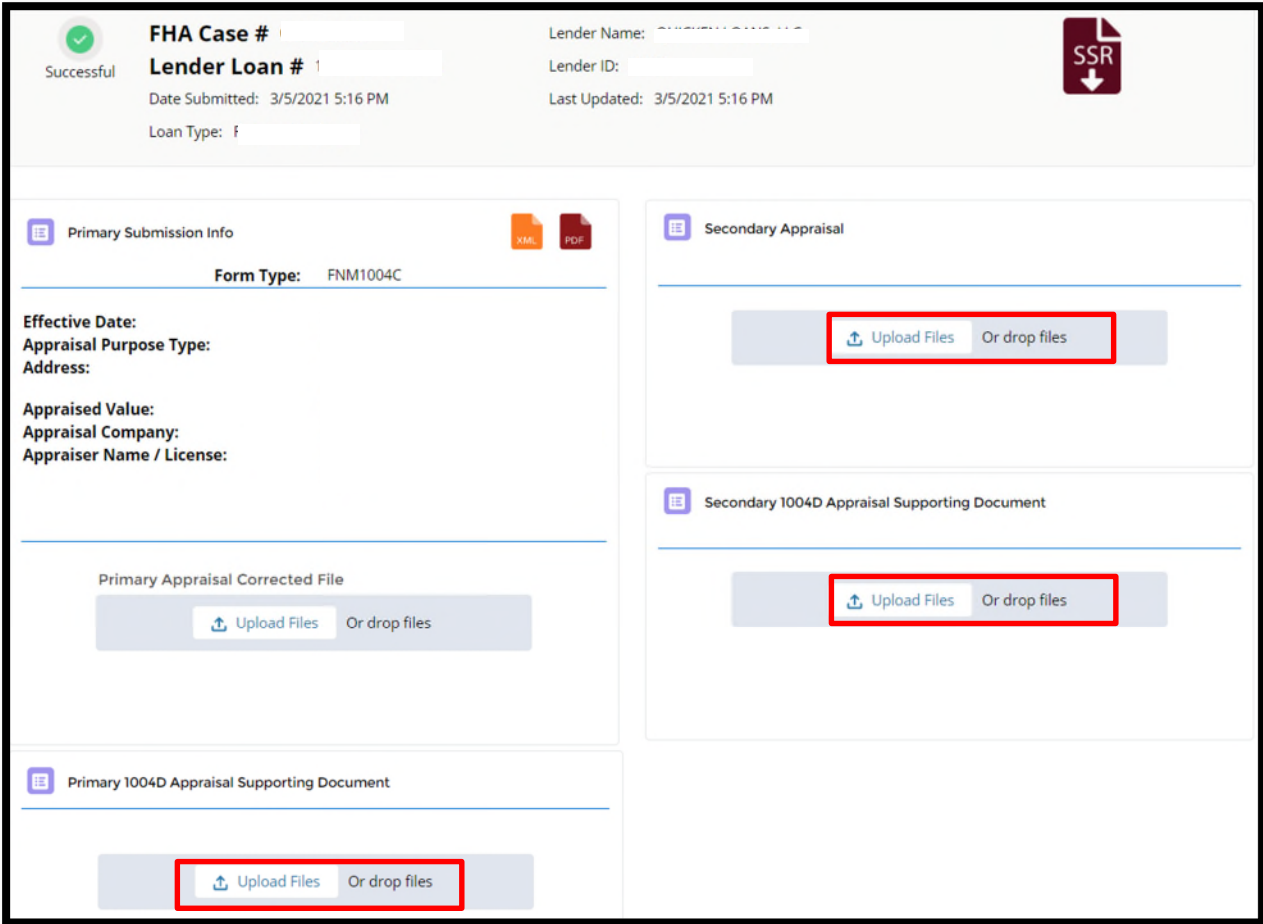
If the users have already created Primary Appraisal, they have the capability to upload Primary 1004D or Secondary Appraisal or Secondary 1004D without uploading Primary Appraisal.

Note:

- User **cannot** upload Primary 1004D or Secondary Appraisal without uploading Primary.
- User **cannot** upload Secondary 1004D without uploading Secondary Appraisal.

Steps:

1. User creates the Primary Appraisal Package only from the Home Page.
2. Once the Appraisal has been created, user clicks on Package ID from the Home Page under the list view.
3. User clicks on **Upload Files** under Primary 1004D Appraisal Supporting Document as shown below.
4. User clicks on **Upload Files** under Secondary Appraisal as shown below.
5. User clicks on **Upload Files** under Secondary 1004D Appraisal Supporting Document as shown below.



- Once the user uploads all three documents (Primary 1004D, Secondary Appraisal and Secondary 1004D), user clicks on **“Submit”** button.
- User gets a message in green on top of the page that says **“The appraisal has been uploaded successfully”** as shown below and the results can be viewed in the “SSR report”



Effective Date: 7/25/2020

Appraisal Purpose Type:)

Address: rs

Appraised Value:

Appraisal Company:

Appraiser Name / License:

Primary Appraisal Corrected File

[Upload Files](#) Or drop files

Primary 1004D Appraisal Supporting Document

Primary 1004D Appraisal Supporting Document

Test 2 -Successful Primary 1004D-Quicken.xml

Secondary Appraisal File

Test 2- Successful Secondary 1004-Quicken.xml

Secondary 1004D Appraisal Supporting Document

Secondary 1004D Appraisal Supporting Document

Test 2- Successful Secondary 1004D-Quicken.xml

[Cancel](#) [Submit](#)

Figure 17: Successful upload message



4.5 Resubmission of Secondary 1004D without creating Secondary Appraisal

A Primary Appraisal Package must already exist for this scenario.

1. Once the Appraisal has been created, user clicks on Package ID from the Home Page under the List view
2. User clicks on Upload Files under Secondary 1004D Appraisal Supporting Document and gets an error message on top of the screen as shown below in **red** text:

Note: Users **cannot** upload the Secondary 1004D document if the Secondary Appraisal has **not** been created.

The screenshot displays the FHA Case # 01 Lender Loan # 1 interface. At the top, a red banner indicates an error: "Secondary Appraisal required before uploading 1004D supporting documents". The interface is divided into several sections:

- Primary Submission Info:** Includes fields for Form Type (FNM1004), Effective Date, Appraisal Purpose Type, Address, Appraised Value, Appraisal Company, and Appraiser Name / License. It also features a "Primary Appraisal Corrected File" section with an "Upload Files" button.
- Secondary Appraisal:** Includes an "Upload Files" button and a "Or drop files" option.
- Secondary 1004D Appraisal Supporting Document:** This section is highlighted with a red box. It shows a successful upload of "Test 2- Successful Secondary 1004D- Quicken.xml" with a green checkmark icon.
- Primary 1004D Appraisal Supporting Document:** Located at the bottom, it includes an "Upload Files" button.

Figure 18: Error Message



4.6 Submission Error Conditions Overrides

Users can provide Manual Overrides to resolve messages that indicate possible appraisal data and appraisal requirement discrepancies that lenders may need to address, but do not need to be corrected for transmission to FHA to be successful. The User has the choice of 3 manual overrides:

- Appraised Value Less Than \$5000
- Unknown Subject Address (based on USPS Address Validation)
- Appraiser not on FHA Appraiser Roster

Note: User can do manual overrides **only** on **Unsuccessful submissions**

Steps:

1. To apply a manual override, select the drop down under the current override request reason (bulleted above)
2. To add a comment for justification, select **Other (seem comments)** from the drop down menu.

The screenshot displays the FHA Case # submission interface. At the top, it shows 'FHA Case #', 'Lender Loan #', 'Lender Name', 'Lender ID: 7', 'Date Submitted: 3/8/2021 2:22 AM', and 'Last Updated: 3/8/2021 2:22 AM'. A 'Not Successful' status is indicated with a red circle and 'X' icon. A '1 Hard Stop' warning icon is also present. The interface is divided into three main sections: 'Primary Submission Info', 'Secondary Appraisal', and 'Override Request'. The 'Primary Submission Info' section includes fields for 'Form Type: FNM1004C', 'Effective Date:', 'Appraisal Purpose Type:', 'Address:', 'Appraised Value:', 'Appraisal Company:', 'Appraiser Name / License:', and 'Primary Appraisal Corrected File' with an 'Upload Files' button. The 'Secondary Appraisal' section has an 'Upload Files' button. The 'Override Request' section shows a message 'Appraised value is less than \$5000' and a dropdown menu with options: 'Select Override', 'Value is correct and validated by lender', and 'Other (see comments)'. A red box highlights the dropdown menu, and a blue arrow points to it. A text box below the dropdown says 'Select arrows to view override options'. At the bottom of the 'Override Request' section, there is a field for 'Appraiser must be on the FHA Appraiser Roster' and a 'Select Override' dropdown menu.

Figure 19: Manual Override Options



- ⚠ Manual override requests are submitted together with the appraisal package, automatically approved, and taken into consideration when generating the SSR report.
- ⚠ To request an override for an existing appraisal package, fill out the override request and upload the original appraisal file(s), then select **Submit**.
- ❗ Please see Appendix A for a full list of Error/Hard Stop conditions.
- ❗ System checks against FHA appraisal reports and data policy may result in hard stops that cannot be manually overridden. These “Non-Overridable” hard stops result from messages that indicate appraisal data or appraisal form requirement errors that must be resolved before the submission can be successfully submitted to FHA.

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5. Manage Appraisal Packages

5.1 View Manage Appraisal Package Screen

After submitting an Appraisal Package, the home screen provides a list view of all the submissions owned by the user.

1. Select the **Package ID** link from the list view to open the Manage Appraisal Package Screen.

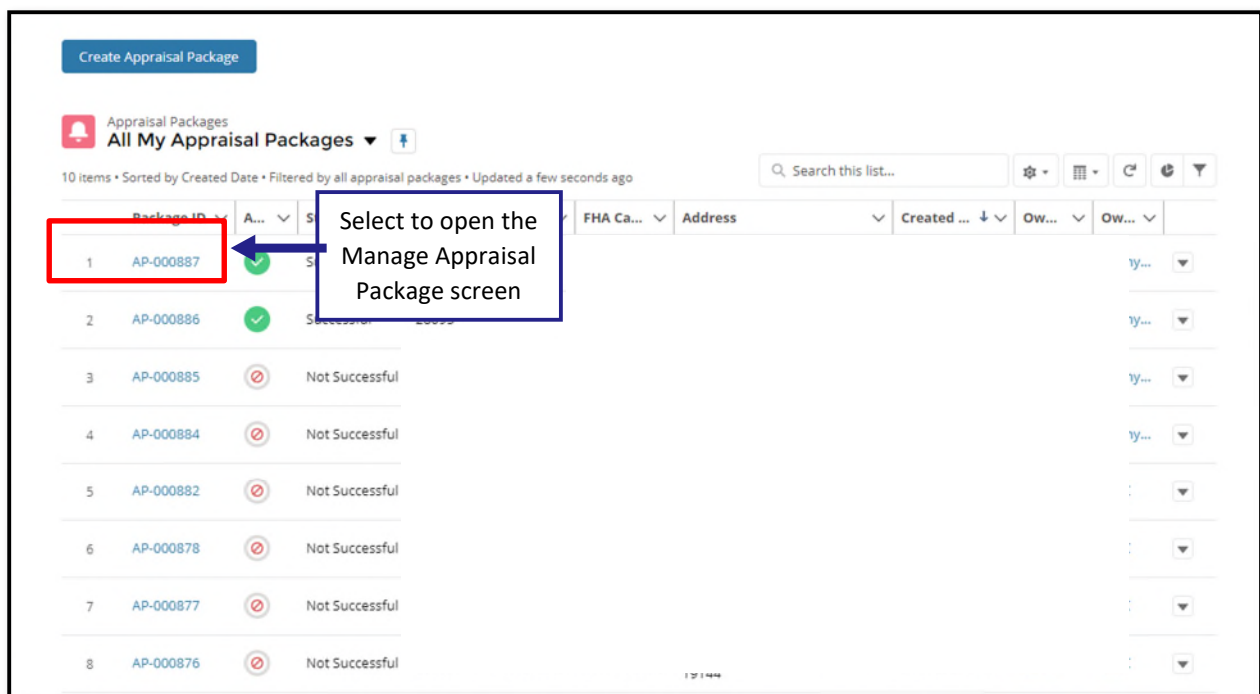


Figure 20: Package ID Link

- ❶ The Manage Appraisal Package Screen will be displayed with the appraisal package Status, Appraisal Details, downloadable versions of the appraisal in both PDF and XML format, the Submission Summary Report (SSR), and Submission History.



The screenshot shows the 'Manage Appraisal Package Screen – Lender' interface. At the top, there's a header with 'FHA Case #', 'Lender Loan #', 'Lender Name', 'Lender ID', 'Date Submitted', and 'Last Updated'. Below this, the 'Primary Submission Info' section contains 'Form Type: FNM1004', 'Effective Date', 'Appraisal Purpose Type', 'Address', 'Appraised Value', 'Appraisal Company', and 'Appraiser Name / License'. The 'Secondary Appraisal' section has an 'Upload Files' button. The 'Primary 1004D Appraisal Supporting Document' section also has an 'Upload Files' button. Annotations with blue boxes and arrows point to specific elements: 'Successful' (top left), 'Package status' (top left), 'Appraisal details' (center), and 'SSR report' (top right).

Figure 21: Manage Appraisal Package Screen – Lender

5.2 View Loan Type Field

Users can view the Loan Type Field in two different places in the *FHA Catalyst*. Loan Type can be of two categories.

- Forward
- Reverse



First place where users can view the Loan Type field is under **List View** of the home page as shown below:

	Pack...	Loan Type	A...	Status	Lender ...	AMC...	FHA Case #	Address	Created ...	Owner FI...	Owner
1	AP-109060	Forward									
2	AP-109059	Forward									
3	AP-109058	Forward									

Figure 22: View Loan Type in List view

Second place where users can view Loan Type field is under **Details section** of Manage Appraisal Page as shown below:

Successful **FHA Case #** **Lender Name:**
Lender Loan # **Lender ID:**
Date Submitted: 3/5/2021 9:47 AM Last Updated: 3/5/2021 9:47 AM
Loan Type: Forward Mortgage

Primary Submission Info **Form Type:** FNM1004

Effective Date:
Appraisal Purpose Type:
Address:
Appraised Value:
Appraisal Company:
Appraiser Name / License:

Primary Appraisal Corrected File
 Or drop files

Secondary Appraisal
 Or drop files

Secondary 1004D Appraisal Supporting Document
 Or drop files

Figure 23: View Loan type in Manage Appraisal Page



5.3 Submission Summary Report (SSR)

The Submission Summary Report is located on the top right of the Manage Appraisal Package Screen. The SSR Report provides all Hard Stops, Compliance messages and Fatal errors for the submitted Appraisal Package.

1. Select the SSR Report Icon Link to download the report.
2. Open the SSR Report once the download completes to view it.

Submission Summary Report (SSR)				
Package ID				
Appraisal Status (FHA)	Successful	Original Submitted Report Date	06/23/2020 20:51:54 UTC	
Lender ID		Latest Submitted Report Date	07/10/2020 17:03:52 UTC	
Lender Name	QUICKEN LOANS, INC.	Number of Submissions	1	
Lender Loan Number		FHA Case Number		

Primary Appraisal			
Document Status	Successful	Appraiser	
Form Type	FNM1025	Appraised Value	\$430,000
Subject Address			
Borrower Name		Date of Appraisal	06/12/2020
Comps	Comp Address	Adjusted Sale Price	
Comp 1		\$466,110	
Comp 2		\$411,000	
Comp 3		\$405,450	
Comp 4		\$465,000	
Comp 5		\$412,210	
Comp 6	0 HAVING CT GAITHER, IN 07020	\$480,230	

FHA Hard Stops		
Message ID	Hard Stop Description	Override Request Reason

Compliance Messages				
Message ID	Form Section	Form Field Name	Full Message Description	Severity

Figure 24: Submission Summary Report PDF



5.4 Appraisal Submission History

The Appraisal Submission History allows the user to see the number of resubmissions on the same appraisal package.

- i** A user can also:
- Download the entire Appraisal Package Submission History
 - Print the Appraisal Package Submission History table
 - Download individual SSR reports for each entry

The screenshot shows a web interface titled "Submission History". It contains a table with the following data:

#	Date	Status	Lender Loan	Lender Id	SSR Report
1	11/19/2020 7:09 PM	Successful			

Figure 25: Appraisal Submission History

5.5 Deleting Primary 1004D, Secondary and Secondary 1004D

Once the user submits Primary 1004D, Secondary and Secondary 1004D, users have an option to delete all these documents from Manage Appraisal Page.

1. User creates an Appraisal Package that has all the documents like Primary, Primary 1004D, Secondary and Secondary 1004D
2. User clicks on Package ID from the list view in the homepage that has all the above four documents.
3. User will be then in the "Manage Appraisal Page".
4. User clicks on the icon of Primary 1004D (either XML or PDF) and will see the below window popup:



Figure 26: Click Primary 1004D Icon

5. Once the icon is clicked, user will receive a window pop-up that says “Would you like to Download or Delete this file”? as shown below.

Figure 27: Delete or Download Window



6. User clicks on Delete button which will bring another window asking for confirmation that says, “Are you sure you want to delete all Primary supporting documents”? as shown below.

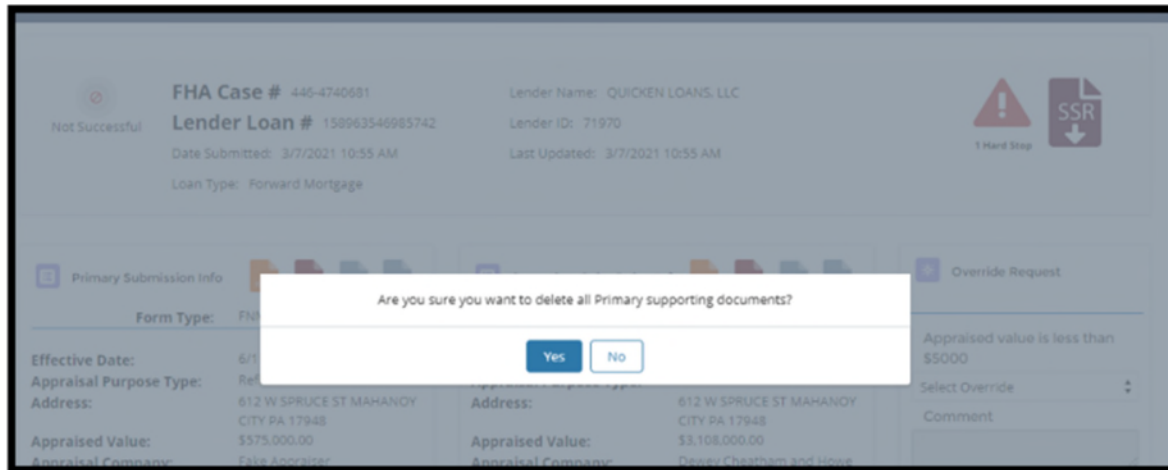


Figure 28: Delete Window Confirmation

7. Click on “Yes” and refresh the page from the browser. User will notice that Primary 1004D has been deleted now.

Note:

- a) Following the same above steps, users **can** delete both Secondary and Secondary 1004D.
- b) If the user **selects** to delete Secondary Appraisal, system will **automatically delete** Secondary 1004D associated with Secondary Appraisal.
- c) If the user wants to delete only Secondary 1004D, user **need to** select the icon of Secondary 1004D and click on Delete. This way only Secondary 1004D will be deleted.



5.6 View Reports

- 📘 Lender users can view reports on Appraisal packages within Salesforce.

Available types of reports to view are:

1. Total Appraisal Packages
2. Unsuccessful Appraisal Packages

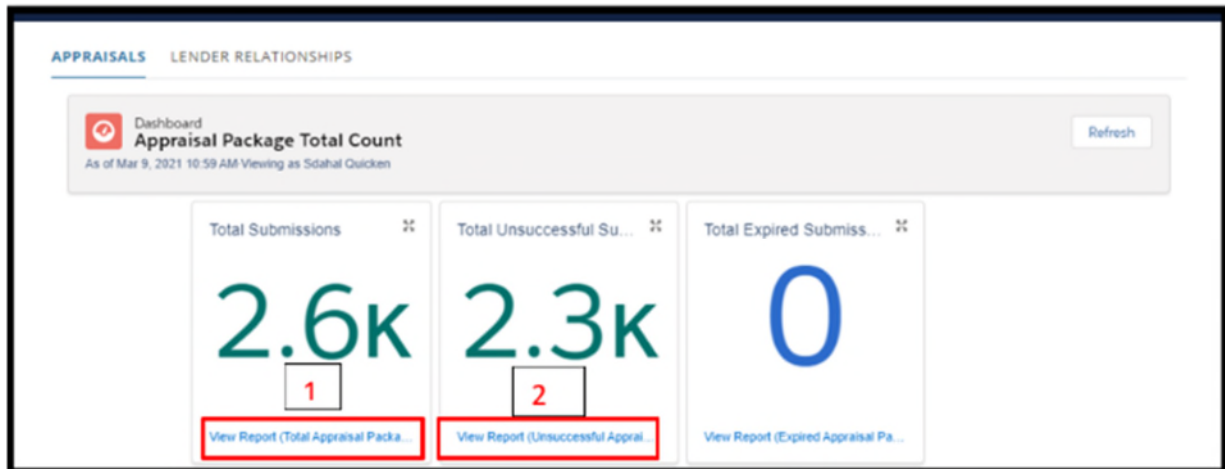


Figure 29: View Report Link

To view a report, click on the report name e.g., **Total Appraisal Packages** which will take the users to the below page:

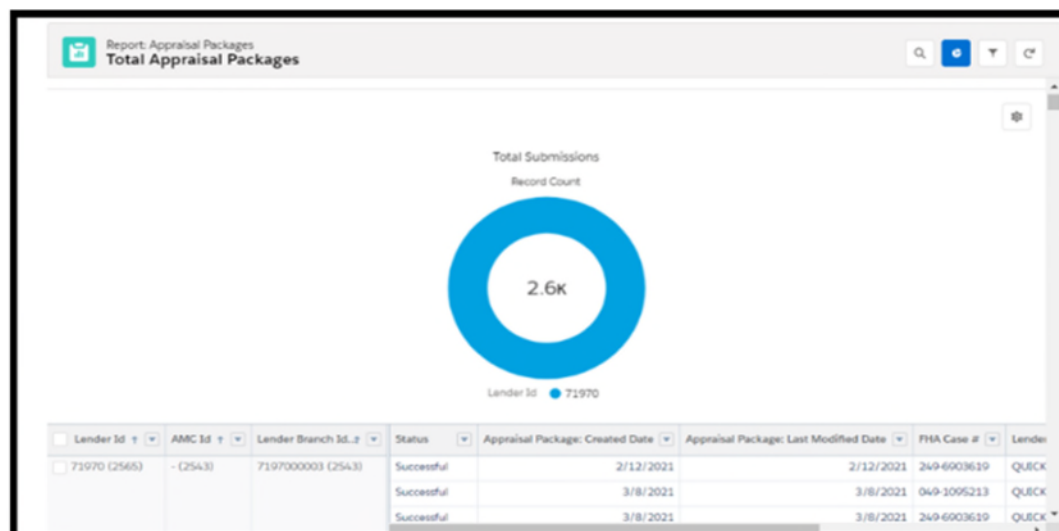


Figure 30: View Detail Report



6. Troubleshooting/FAQs

6.1 Issues Uploading Appraisal Documents

Question - As a Lender User, when I try to create a new “Appraisal Package” and attempt to upload a file, I get a “File cannot be uploaded” error notification in red.

Answer - This issue could be caused by a corporate VPN network that the user is connected to, which is blocking access to API URLs used in the application. Please email fhacatalyst@hud.gov describing the problem. Please include screenshots of the error seen in the application.

6.2 Issues with Downloading Appraisal Documents

Question - As a user, I am unable to download the Appraisal Package document and get an error when attempting to do so.

Answer - Please disable any Ad Blocker software in Google Chrome or Microsoft Edge.

- Lender Users- Add <https://fha-gateway.force.com/hudpdeform/s/login/> as a trusted site for the Ad blocker to disable it.

Once the Ad Blocker is disabled, please re-try to download and open the file.

If the above suggestions do not resolve the problem, please email answers@hud.gov describing the problem. Please include screenshots of the error seen in the application.



7. Appendix

7.1 Appendix A – FHA Catalyst Hard Stops

Hard Stop Code	Hard Stop Description / Output Message	Override
100	Appraised value is missing or provided in an invalid format	N
101	Appraised value is less than \$5,000	Y
102	Appraised value is less than or equal to \$0	N
200	Missing appraiser certification information	N
300	Missing subject address	N
302	Unknown subject address	Y
401	UAD compliance check failure (one or more fatal)	N
9000	Document Not Found	N
9000	Appraisal Form Type must be given	N
9001	Appraisal data in invalid format: Appraisal file could not be parsed as XML	N
9001	Appraisal data in invalid format: XSD check failure	N
9003	PDF not included in XML submission	N
9005	Form 1004D/442 is not valid for a primary or secondary appraisal. It must be uploaded as a supporting document.	N
FHA201	Appraiser must be on the FHA Appraiser Roster	Y
FHA202	Appraiser must have a valid certification in the state where the property resides	N
FHA203	Appraiser certification was not active as of the appraisal effective date	N
FHA204	Appraiser certification was terminated as of the appraisal effective date	N



FHA205	Appraiser was ineligible as of the appraisal effective date	N
FHA210	Appraisal contains supervisory appraiser information	N
FHA3100	For purchase transaction, Date of Contract must be provided	N
FHA3105	For purchase transaction, Contract Price must be provided	N
FHA3200	Location must be provided	N
FHA3205	Sum of all land uses must be at least 1% but not greater than 100%	N
FHA3210	Neighborhood Predominant Price must be provided	N
FHA3300	Site Area must be greater than "0" unless under condominium ownership	N
FHA3700	At least one of "as is," "subject to completion," "subject to the following repairs" or "subject to the following required inspection" must be selected. If "as is" is selected, no other value may be selected.	N
FHA4000	Subject property market value decline indicator must be provided	N
FHA4001	Appraisal Update indicates that the market value of the subject property has declined in value	N
FHA4100	Form purpose of update and/or completion must be provided	N
FHA4200	Effective Date of Appraisal must be provided	N
FHA4205	Effective Date of Appraisal Update must be provided	N
FHA4210	Appraisal effective date shows that the appraisal is expired	N
FHA500	FHA Case Number is missing or provided in an invalid format	N
FHA5000	Building Status must be provided	N
FHA5005	Year Built must be provided	N
FHA501	FHA Case Number does not match primary appraisal	N
FHA5010	Effective Age must be provided	N
FHA5015	Improvement Type must be provided; only one of "Detached," "Attached" or "Semi-Detached/End Unit" must be selected	N



FHA5016	Project Description must be provided; only one of "Detached," "Row or Townhouse," "Garden," "Mid-Rise," "High-Rise" or "Other" must be selected	N
FHA502	FHA Case Number on appraisal is cancelled or not found	N
FHA503	FHA Case number assigned to property does not match subject address	N
FHA504	FHA Case Number on appraisal is not assigned to lender	N
FHA505	FHA Case Number assigned to property does not match subject address state	N
FHA5100	Foundation Type must be provided; at least one value must be selected	N
FHA5200	Car Storage Type must be provided; at least one option (or "None") must be selected	N
FHA5400	Number of rooms must be provided as a whole number greater than or equal to 0	N
FHA5401	Number of rooms must be greater than or equal to the number of bedrooms	N
FHA5405	Number of bedrooms must be provided as a whole number greater than or equal to 0	N
FHA5410	Number of bathrooms must be provided and must be greater than or equal to 0	N
FHA6000	A transfer in the past 3 years was indicated; the Price of Prior Sale/Transfer must be provided and greater than or equal to 0	N
FHA6005	Gross Living Area must be provided and must be greater than 0	N